

In the event that questionable patterns emerge revealing certain types of record deficiencies, or if repeated problems or unacceptable documentation methods are found in the records of an individual service provider, then a Quality Improvement Plan must be developed with appropriate action steps and timelines to improve or rectify the problem. The Quality Assurance Committee may arrange for the review of a greater number of service notes. A copy of the Quality Improvement Plan must be maintained as part of the Quality Assurance Committee File and shared with management and reimbursement staff of the Children's Developmental Services Agency and the appropriate service provider, as well as with the Quality Assurance/Reimbursement Manager of the Early Intervention Branch.

Regional Interagency Coordinating Councils

The Regional Interagency Coordinating Councils are charged with developing a regional early intervention plan in collaboration with the Children's Developmental Services Agencies. One aspect that must be addressed in the plan is the establishment of methods for compliance monitoring and qualitative evaluation of service delivery. These regional plans are coordinated with other monitoring efforts developed and implemented by the Early Intervention Branch.

Agency-Specific

Individual agencies conduct periodic reviews of compliance with agency specific requirements and of the quality of service delivery from the perspective of the consumer. Enrolled Infant-Toddler Program service providers are required to conduct internal quality assurance and utilization review practices within the organization and provide evidence of the review to the Children's Developmental Services Agency upon request.

Individual Practitioners

In addition to internal self-monitoring procedures, quality of service may be assured through several external safeguards that establish standards for individual service providers. Examples of such standards include:

- professional positions that require expertise from both education and experience;
- professional disciplines that have certification, or licensing requirements, and
- professional groups that have ethical standards to which professionals are expected to adhere.

Consumers

Reviews of the Infant-Toddler Program must include input from consumers (i.e., the parents of children served). As mentioned previously, the Children's Developmental Services Agencies and enrolled Infant-Toddler Program service providers use the ***Early Intervention Services Assessment Scale*** to collect input from parents of children enrolled in the Infant-Toddler Program. The feedback provided by parents is provided to the Early Intervention Branch, the Early Intervention Continuous Quality